



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Georgia Medicaid Program Child Survey

CAHPS® 5.0 Report

July 2014



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Ann Arbor, MI 48108

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Results from the CAHPS® 5.0 Survey of the parent/caretaker members of the Georgia Medicaid Program provide a comprehensive tool for assessing consumers' experiences with the Medicaid program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Child Survey. The survey instrument consists of forty-eight questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® survey instrument uses the term health plan throughout the survey. In this report the term 'health plan' will refer to the Georgia Medicaid Program's services for children.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

Statistical significance tests were run comparing Georgia Medicaid Program current year scores with the 2013 Georgia Medicaid Program scores. Comparisons between 2014 and 2013 are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite items correlate to all general rating questions, and where improvements could help increase not only overall satisfaction with the program, but member satisfaction with doctors, specialists and care.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be

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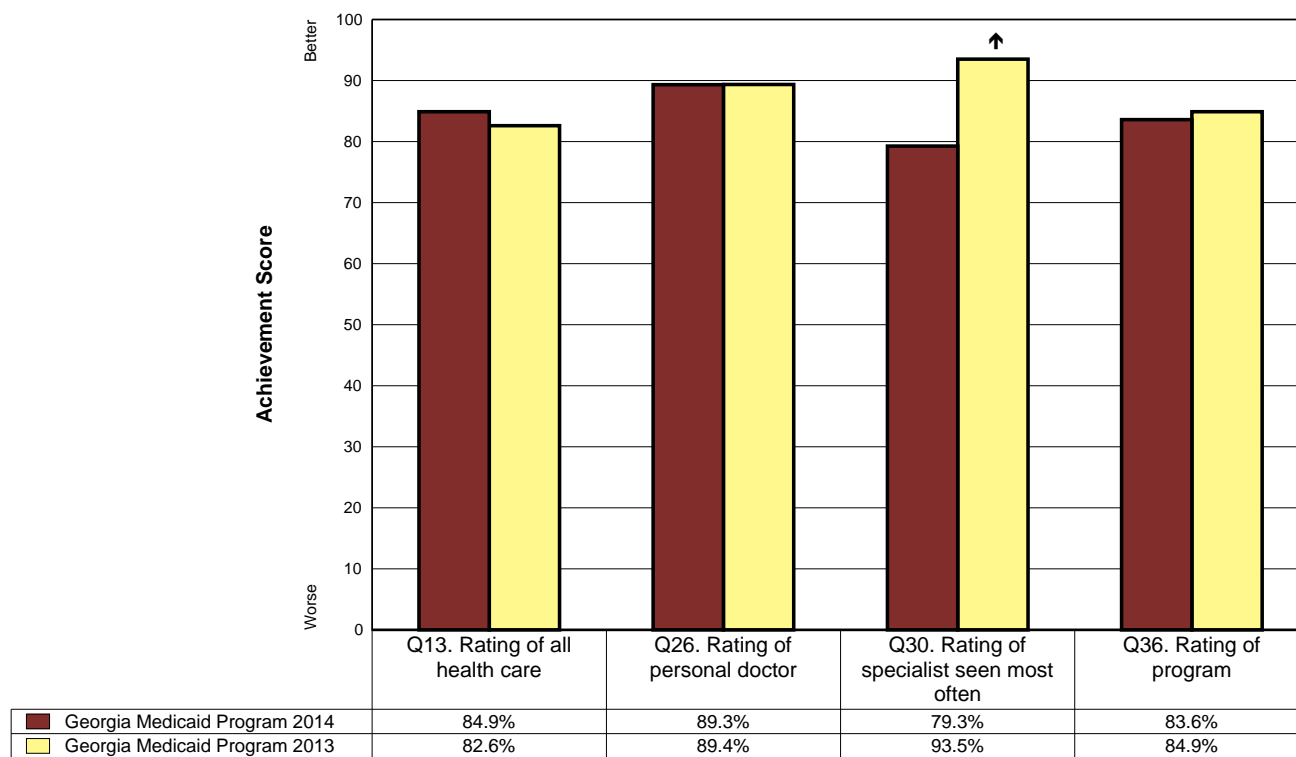
viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS 5.0) is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. CAHPS 5.0 provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

This report summarizes the findings of a child survey conducted for the Georgia Medicaid Program. Attempts were made to survey 1,650 member households by mail and telephone during the period from March 17, 2014 through May 27, 2014, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 30.8% (see Appendix B for response rate analysis).

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

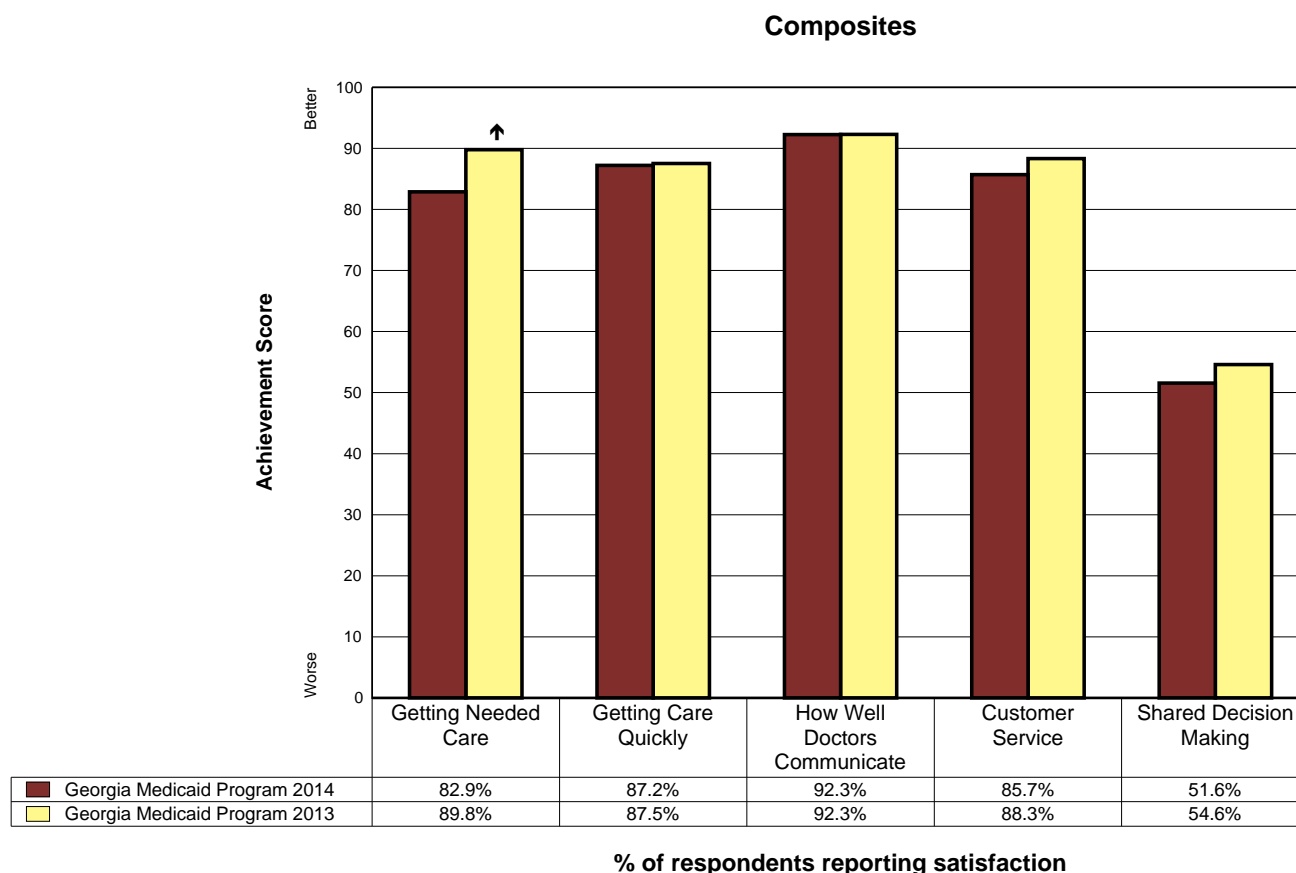
↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2014

SUMMARY OF COMPOSITES

For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for children under the Georgia Medicaid Program performed across the domain.

Composite scores are presented for Georgia Medicaid Program's services for children for 2014 and 2013. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow above the Georgia Medicaid Program 2013 score bar if applicable.

In this table, proportions of positive responses are reported as achievement scores (see Appendix A for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "A Lot" or "Yes" are considered achievements for the Shared Decision Making composite.



↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014

Parent/Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender and education for the parent/proxy respondents. Parent/proxy race/ethnicity is not collected in the child survey. The child's race/ethnicity is collected in the survey and presented in the profile. The total of all categories for the child's ethnicity is more than 100% because the data is from a combination of the data collected for Q41 and Q42 which allows respondents to choose multiple ethnicities.

Demographic Characteristics

<i>Parent/Respondent Age (years)</i>	CHMD 2014	CHMD 2013
Under 24	16.7%	14.7%
25 to 34	42.4%	47.0%
35 to 44	31.1%	31.9%
45 to 54	9.8%	12.2%
55 to 64	4.0%	3.7%
65 to 74	2.9%	1.1%
75 or older	0.7%	0.2%

<i>Parent/Respondent Gender</i>	CHMD 2014	CHMD 2013
Male	9.2%	6.0%
Female	90.8%	94.0%

<i>Highest grade or level of school completed</i>	CHMD 2014	CHMD 2013
8th grade or less	10.3%	9.5%
Some high school, but did not graduate	16.1%	15.9%
High school graduate or GED	36.4%	35.3%
Some college or 2-year college	29.9%	29.8%
4-year college graduate	5.1%	6.2%
More than 4-year college degree	2.2%	3.2%

<i>Child Ethnicity</i>	CHMD 2014	CHMD 2013
White	44.5%	38.2%
Black or African American	46.9%	41.1%
Asian	3.7%	1.8%
American Indian or Alaska Native	3.7%	1.2%
Hispanic or Latino	25.8%	24.3%
Native Hawaiian or Other Pacific Islander	0.7%	0.2%
Other	13.7%	11.3%

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid Program is based on Q36, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with Georgia Medicaid Program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the Georgia Medicaid Program's child achievement score, and the correlation with overall satisfaction with the services for children under the Georgia Medicaid Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See Appendix A for definitions of correlation and achievement scores.)

Question	CHMD Achievement Score	Correlation w/ satisfaction
Q32. Customer service usually or always gave help you needed	82.0	0.38
Q14. Usually or always easy to get the care, tests or treatment child needed	84.9	0.31
Q37. Excellent or very good rating of child's overall health	73.9	0.28
Q4. Usually or always got urgent care as soon as child needed	94.4	0.28
Q33. Customer service usually or always treated you with courtesy and respect	89.9	0.26
Q6. Usually or always got appt. for routine care as soon as child needed	86.1	0.22
Q21. Doctor usually or always explained things in a way that was easy for child to understand	90.0	0.22
Q28. Usually or always got appointments with specialists as soon as child needed	73.7	0.20
Q19. Personal doctor usually or always showed respect for what you had to say	96.3	0.19
Q18. Personal doctor usually or always listened carefully to you	92.8	0.17

Trend Analysis - Higher Scores - 2014 vs. 2013

Improvements in Georgia Medicaid Program's services for children scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

(No questions for Georgia Medicaid Program's services for children had statistically significantly higher scores compared to last year.)

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for Georgia Medicaid Program's services for children follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	CHMD 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q25. Personal doctor usually or always seemed informed about care child got from other providers	84.3%	78.2%	+6.1	Single Items
Q4. Usually or always got urgent care as soon as child needed	94.4%	90.7%	+3.6	Getting Care Quickly
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	89.1%	86.4%	+2.8	Single Items
Q13. Rating of all health care	84.9%	82.6%	+2.3	Ratings
Q37. Excellent or very good rating of child's overall health	73.9%	72.6%	+1.3	Single Items
Q22. Personal doctor usually or always spent enough time with child	87.4%	86.1%	+1.3	Communication
Q11. Doctor talked a lot about reasons you might not want child to take a medicine	32.3%	31.5%	+0.8	Shared Decision Making
Q19. Personal doctor usually or always showed respect for what you had to say	96.3%	95.5%	+0.7	Communication

Trend Analysis - Lower Scores - 2014 vs. 2013

Scores for Georgia Medicaid Program's services for children that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2014 as compared to the 2013 Georgia Medicaid Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	CHMD 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q30. Rating of specialist seen most often	79.3%	93.5%	-14.2	Ratings
Q14. Usually or always easy to get the care, tests or treatment child needed	84.9%	91.5%	-6.6	Getting Needed Care

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for Georgia Medicaid Program's services for children follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	CHMD 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q28. Usually or always got appointments with specialists as soon as child needed	73.7%	81.4%	-7.7	Getting Needed Care
Q10. Doctor talked a lot about reasons you might want child to take a medicine	52.1%	57.0%	-4.9	Shared Decision Making
Q33. Customer service usually or always treated you with courtesy and respect	89.9%	94.4%	-4.5	Customer Service
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	71.6%	75.7%	-4.1	Shared Decision Making
Q18. Personal doctor usually or always listened carefully to you	92.8%	94.9%	-2.1	Communication
Q35. Forms from child's health plan were usually or always easy to fill out	93.9%	95.4%	-1.5	Single Items
Q36. Rating of program	83.6%	84.9%	-1.3	Ratings
Q17. Personal doctor usually or always explained things in a way that was easy to understand	92.5%	93.3%	-0.8	Communication
Q8. Doctor talked about specific things to prevent illness in child	69.4%	70.1%	-0.7	Single Items
Q38. Excellent or very good rating of child's overall mental or emotional health	74.4%	74.8%	-0.4	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	86.1%	86.5%	-0.3	Getting Care Quickly

Trend Analysis - Lower Scores - 2014 vs. 2013

(continued)

Question	CHMD 2014 Score	CHMD 2013 Score	% Point Change	Composite Group
Q21. Doctor usually or always explained things in a way that was easy for child to understand	90.0%	90.3%	-0.3	Single Items
Q32. Customer service usually or always gave help you needed	82.0%	82.2%	-0.2	Customer Service

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items. (See Appendix A for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, their achievement scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always', 'A lot', or 'Yes', followed by 'Some' or 'Usually'. Negative responses are 'A Little' or 'Sometimes' and 'Not at All', 'Never', or 'No'. For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the top-most response options, 'A Lot' or 'Yes'.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q14 Getting Needed Care	85%	0.52	Q18 Communication	93%	0.52	Q32 Customer Service	82%	0.53	Q32 Customer Service	82%	0.38
2	Q10 Shared Decision Making	52%	0.42	Q22 Communication	87%	0.52	Q28 Getting Needed Care	74%	0.49	Q14 Getting Needed Care	85%	0.31
3	Q22 Communication	87%	0.38	Q19 Communication	96%	0.51	Q19 Communication	96%	0.38	Q4 Getting Care Quickly	94%	0.28
4	Q4 Getting Care Quickly	94%	0.34	Q14 Getting Needed Care	85%	0.45	Q33 Customer Service	90%	0.36	Q33 Customer Service	90%	0.26
5	Q12 Shared Decision Making	72%	0.33	Q4 Getting Care Quickly	94%	0.40	Q14 Getting Needed Care	85%	0.30	Q6 Getting Care Quickly	86%	0.22
6	Q19 Communication	96%	0.31	Q10 Shared Decision Making	52%	0.35	Q22 Communication	87%	0.16	Q28 Getting Needed Care	74%	0.20
7	Q18 Communication	93%	0.29	Q17 Communication	93%	0.33	Q18 Communication	93%	0.16	Q19 Communication	96%	0.19
8	Q6 Getting Care Quickly	86%	0.28	Q12 Shared Decision Making	72%	0.27	Q6 Getting Care Quickly	86%	0.11	Q18 Communication	93%	0.17
9	Q17 Communication	93%	0.26	Q6 Getting Care Quickly	86%	0.23	Q10 Shared Decision Making	52%	0.10	Q22 Communication	87%	0.16
10	Q28 Getting Needed Care	74%	0.23	Q32 Customer Service	82%	0.23	Q4 Getting Care Quickly	94%	0.10	Q17 Communication	93%	0.13

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.52	85%	67%	18%	13%	2%
2	Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.42	52%	52%	29%	14%	5%
3	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.38	87%	69%	18%	9%	3%
4	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.34	94%	85%	9%	6%	0%
5	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.33	72%	72%	(na)	(na)	28%
6	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.31	96%	84%	12%	3%	1%
7	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.29	93%	80%	13%	6%	1%
8	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.28	86%	71%	15%	12%	2%
9	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.26	93%	80%	13%	6%	2%
10	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.23	74%	49%	24%	18%	8%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.52	93%	80%	13%	6%	1%
2	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.52	87%	69%	18%	9%	3%
3	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.51	96%	84%	12%	3%	1%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.45	85%	67%	18%	13%	2%
5	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.40	94%	85%	9%	6%	0%
6	Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.35	52%	52%	29%	14%	5%
7	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.33	93%	80%	13%	6%	2%
8	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.27	72%	72%	(na)	(na)	28%
9	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.23	86%	71%	15%	12%	2%
10	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.23	82%	58%	24%	13%	5%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always	Some / Usually	A Little / Sometimes	Not at all / Never
1	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.53	82%	58%	24%	13%	5%
2	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.49	74%	49%	24%	18%	8%
3	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.38	96%	84%	12%	3%	1%
4	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.36	90%	77%	13%	7%	3%
5	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.30	85%	67%	18%	13%	2%
6	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.16	87%	69%	18%	9%	3%
7	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.16	93%	80%	13%	6%	1%
8	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.11	86%	71%	15%	12%	2%
9	Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.10	52%	52%	29%	14%	5%
10	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.10	94%	85%	9%	6%	0%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.38	82%	58%	24%	13%	5%
2	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.31	85%	67%	18%	13%	2%
3	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.28	94%	85%	9%	6%	0%
4	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.26	90%	77%	13%	7%	3%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.22	86%	71%	15%	12%	2%
6	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.20	74%	49%	24%	18%	8%
7	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.19	96%	84%	12%	3%	1%
8	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.17	93%	80%	13%	6%	1%
9	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.16	87%	69%	18%	9%	3%
10	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.13	93%	80%	13%	6%	2%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall Medicaid program satisfaction. (See Appendix A for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the Georgia Medicaid Program's services for children is based on Q36, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

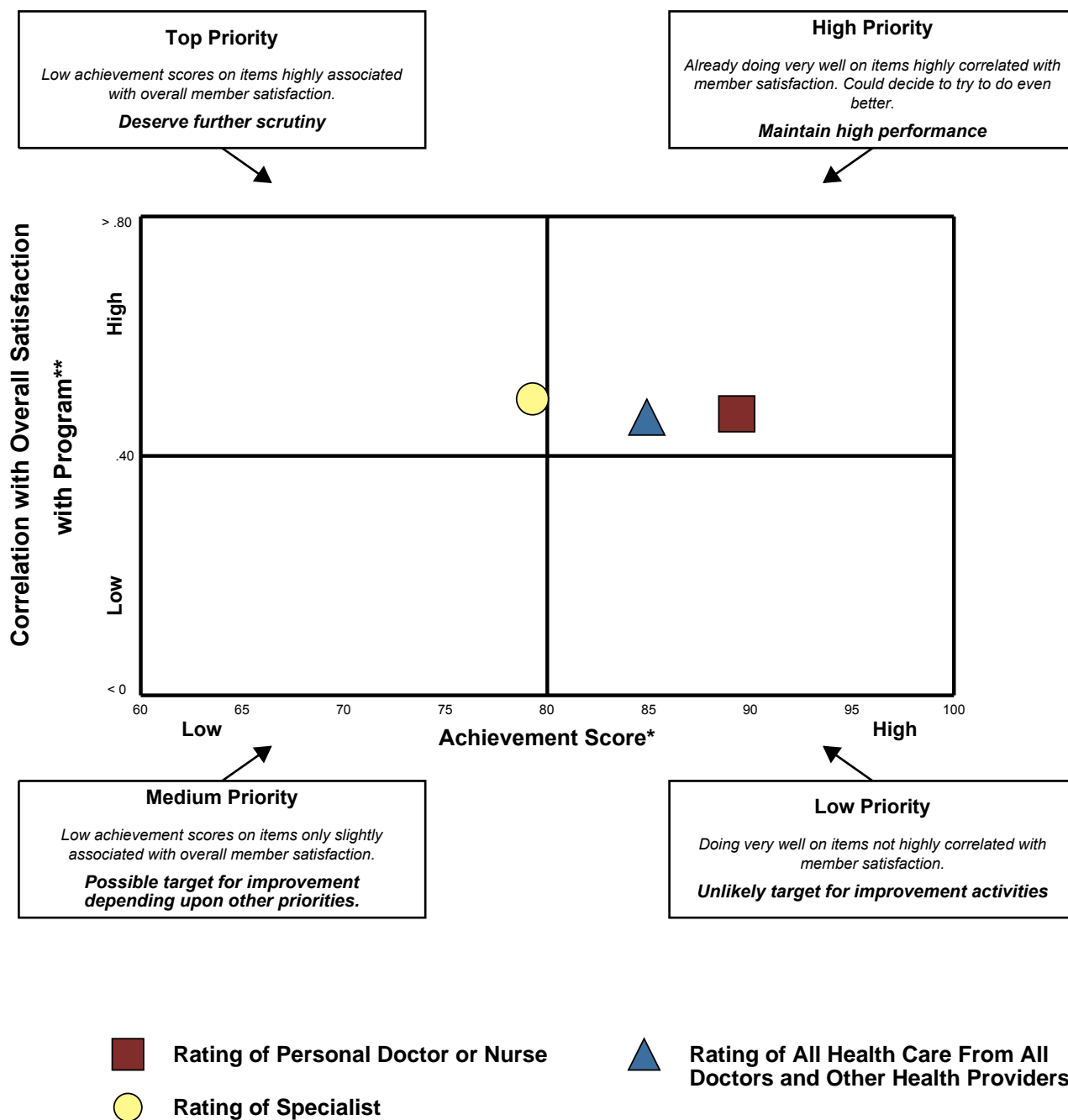
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with program satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

Association with Overall Satisfaction**	High	Top Priority <i>Low achievement scores on items highly associated with overall member satisfaction.</i> Deserve further scrutiny	High Priority <i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i> Maintain high performance
	Low	Medium Priority <i>Low achievement scores on items only slightly associated with overall member satisfaction.</i> Possible target for improvement depending upon other priorities.	Low Priority <i>Doing very well on items not highly correlated with member satisfaction.</i> Unlikely target for improvement activities
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings

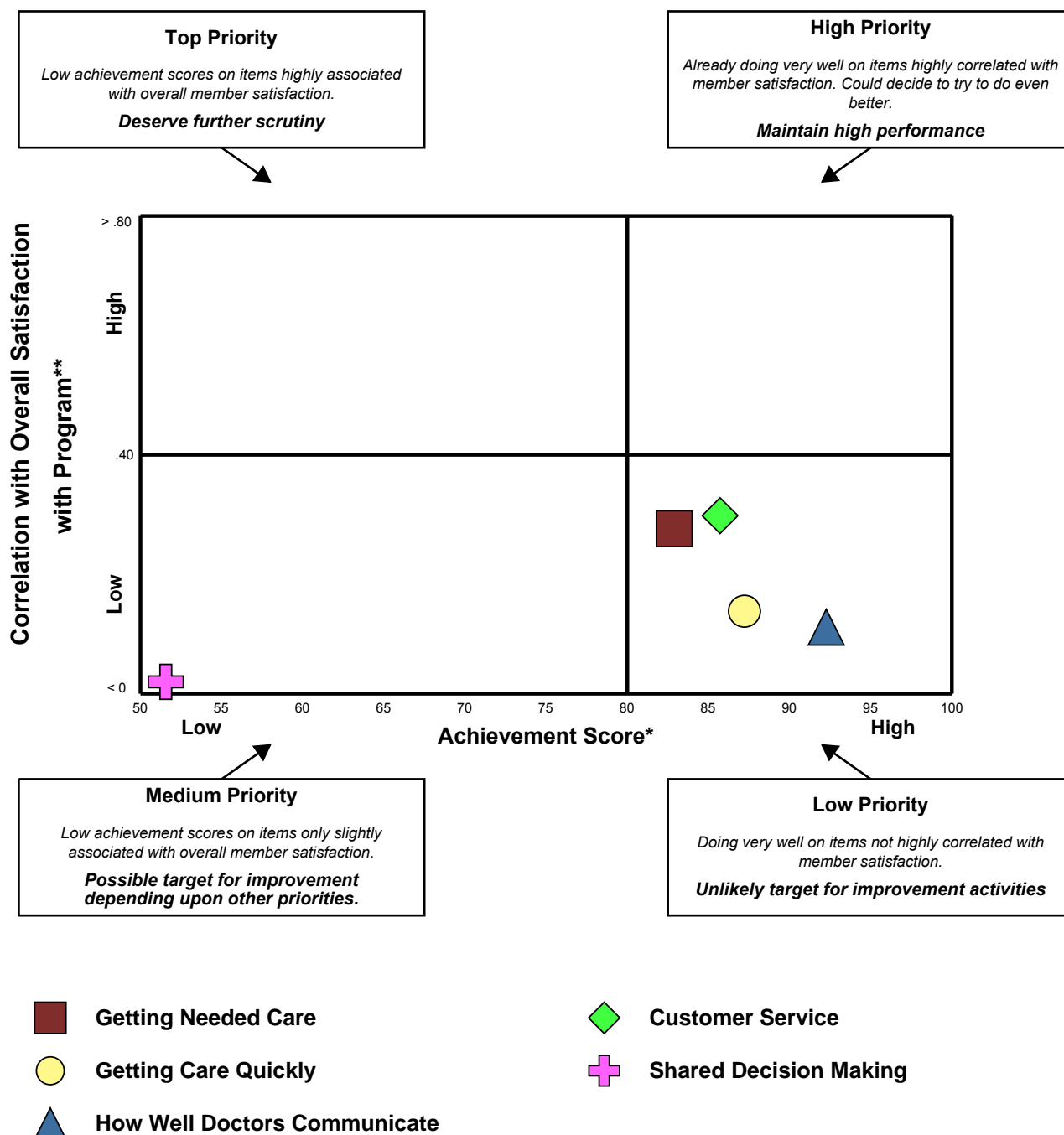


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

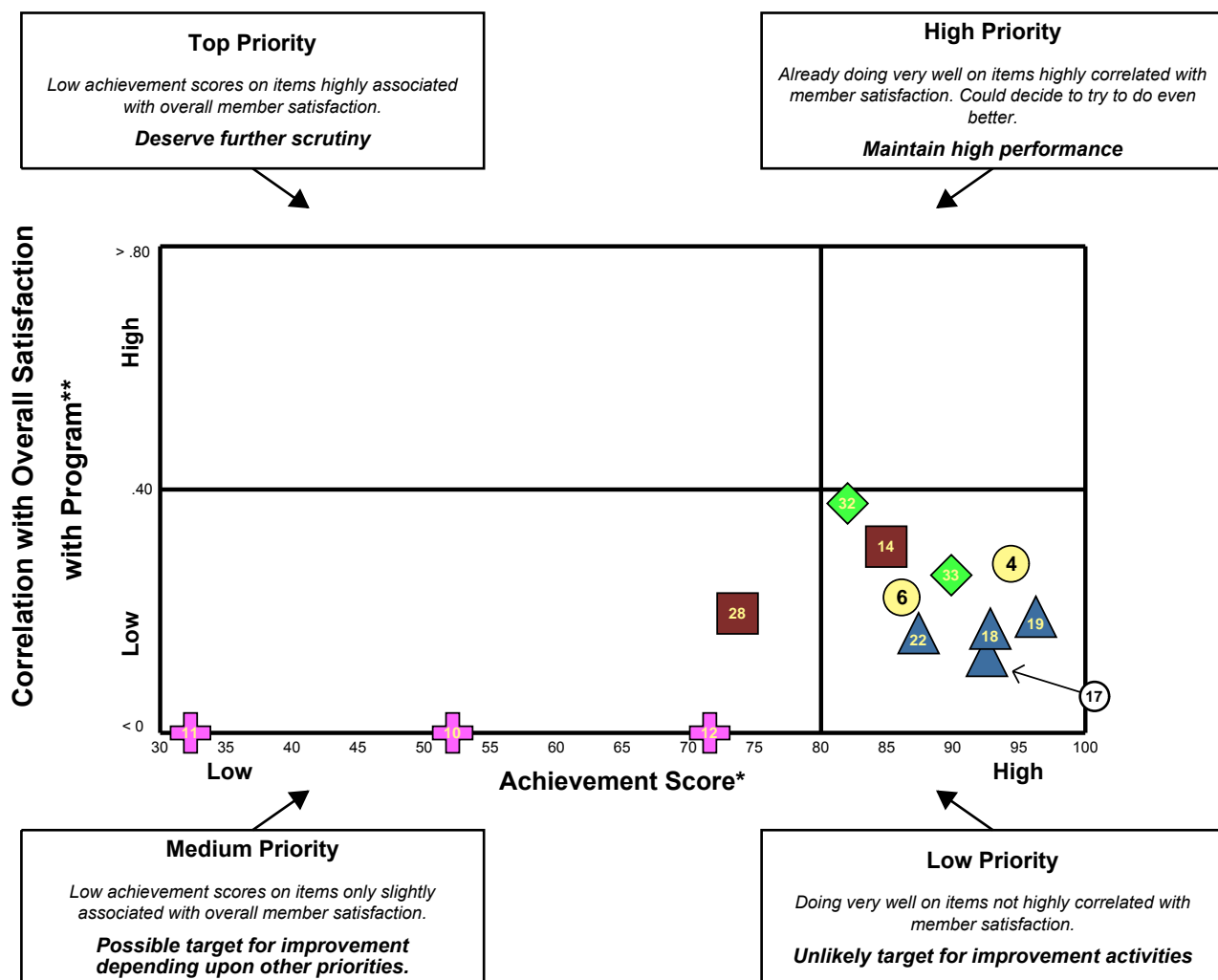


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

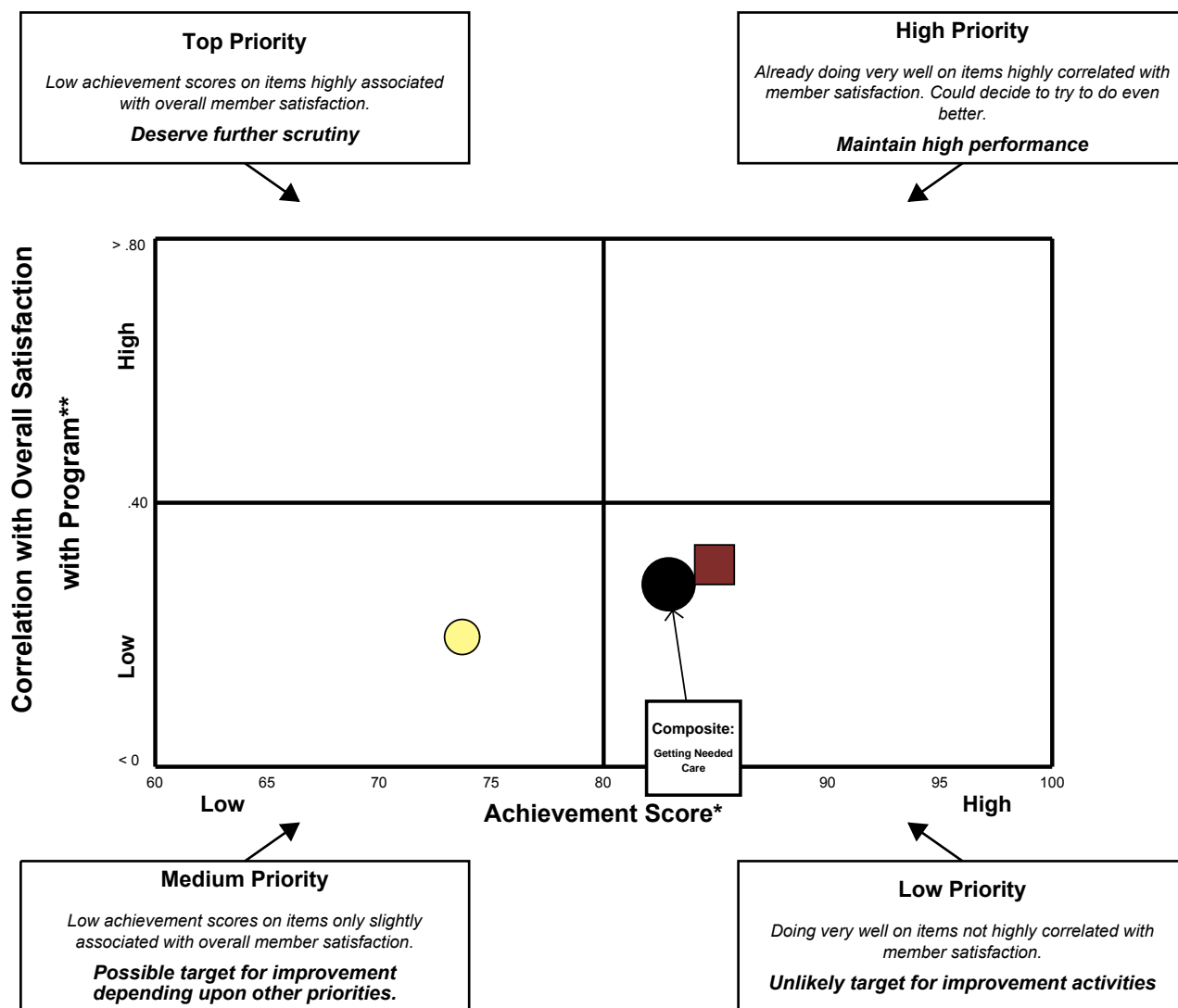


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Needed Care

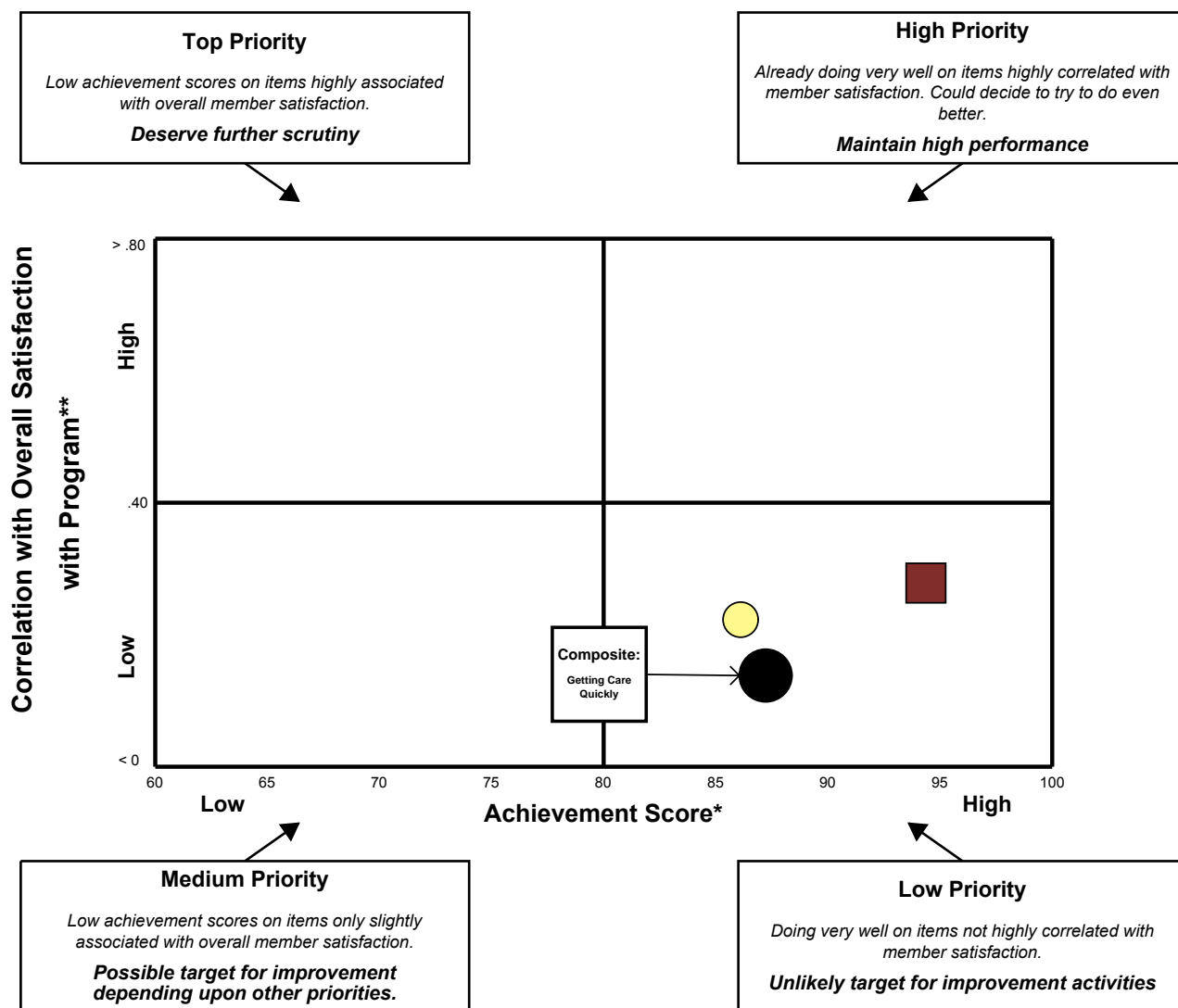


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Care Quickly



Q4. Usually or always got urgent care as soon as child needed



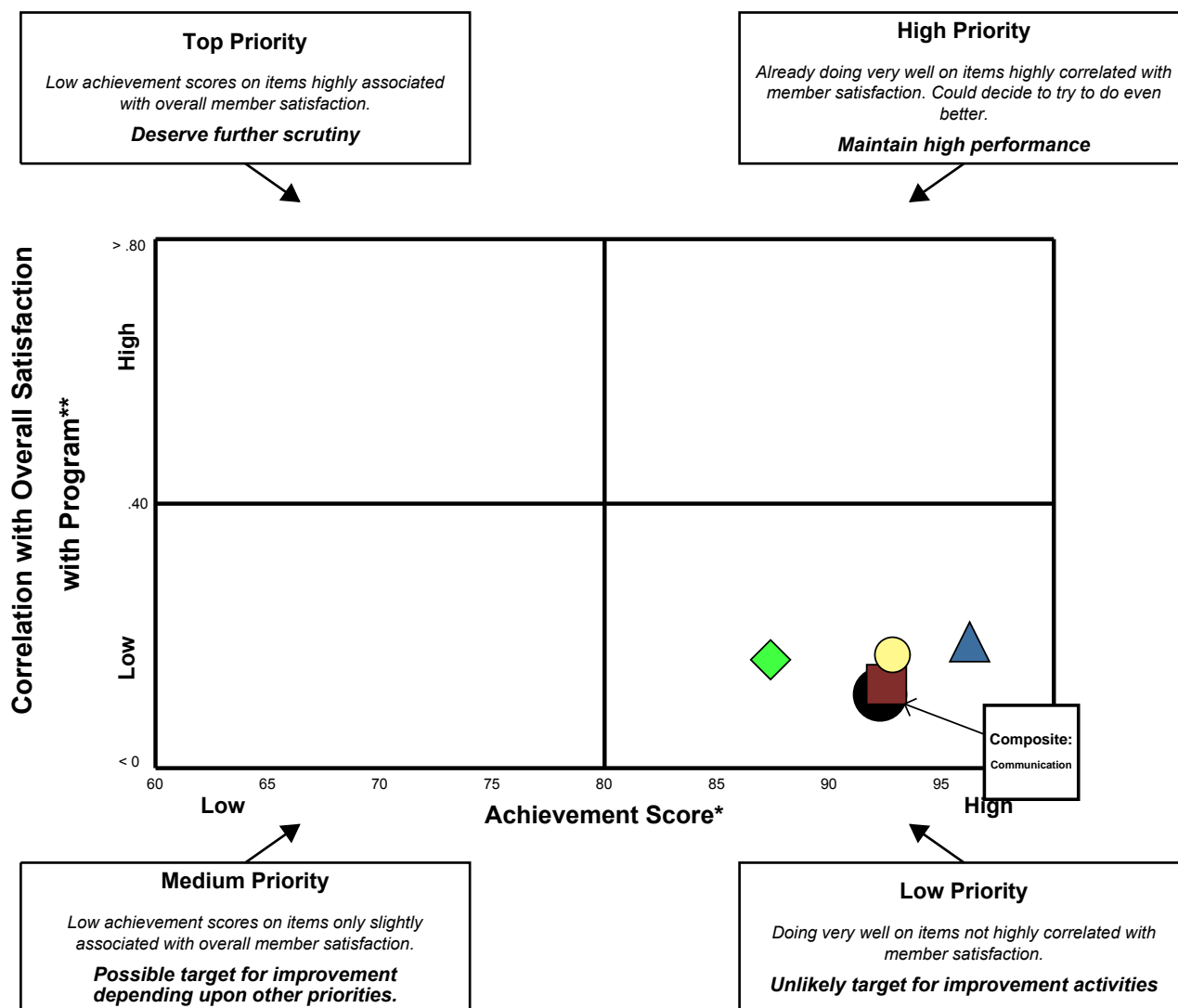
Q6. Usually or always got appt. for routine care as soon as child needed

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

How Well Doctors Communicate



- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you

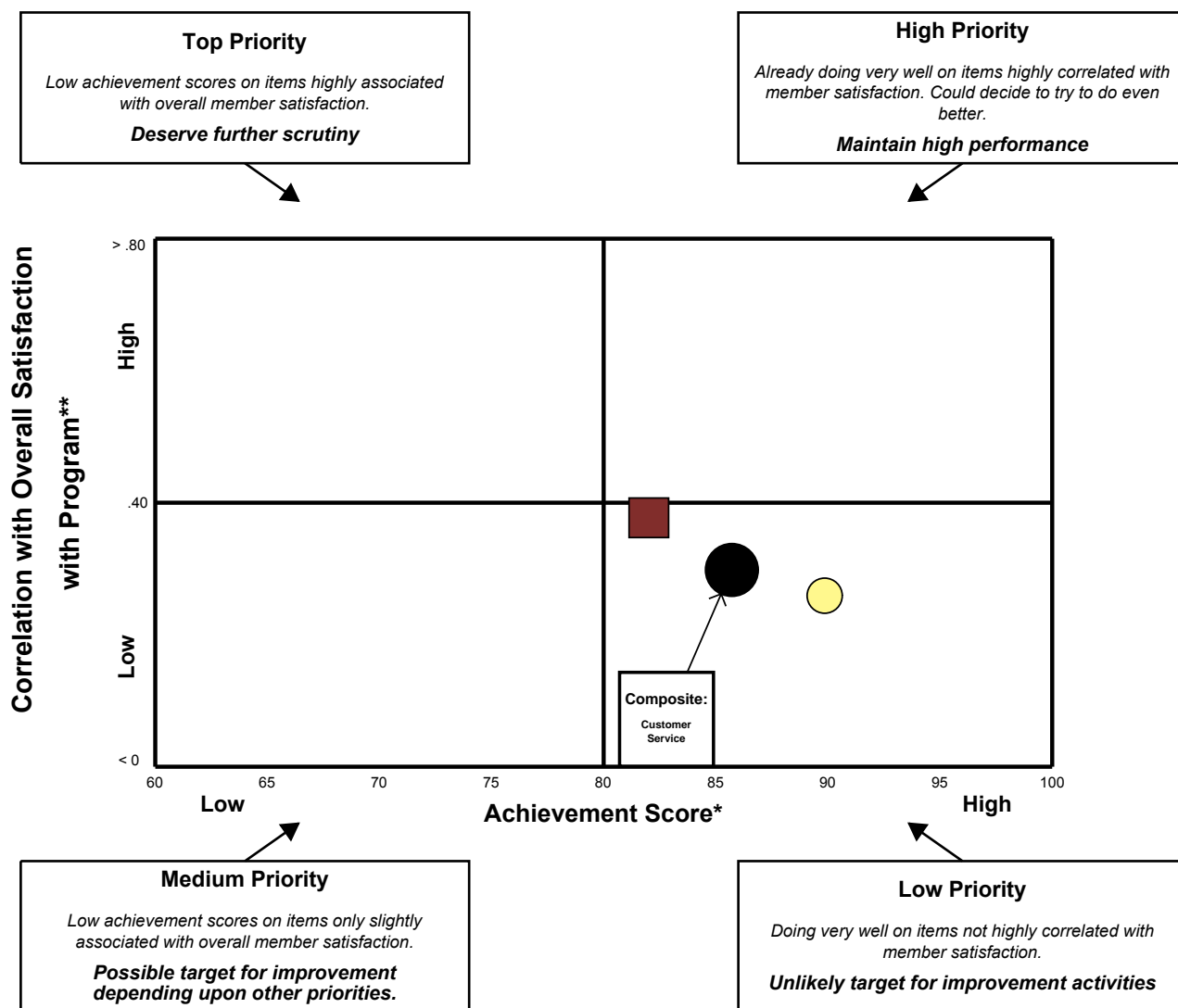
- ▲ Q19. Personal doctor usually or always showed respect for what you had to say
- ◆ Q22. Personal doctor usually or always spent enough time with child

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Customer Service



Q32. Customer service usually or always gave help you needed



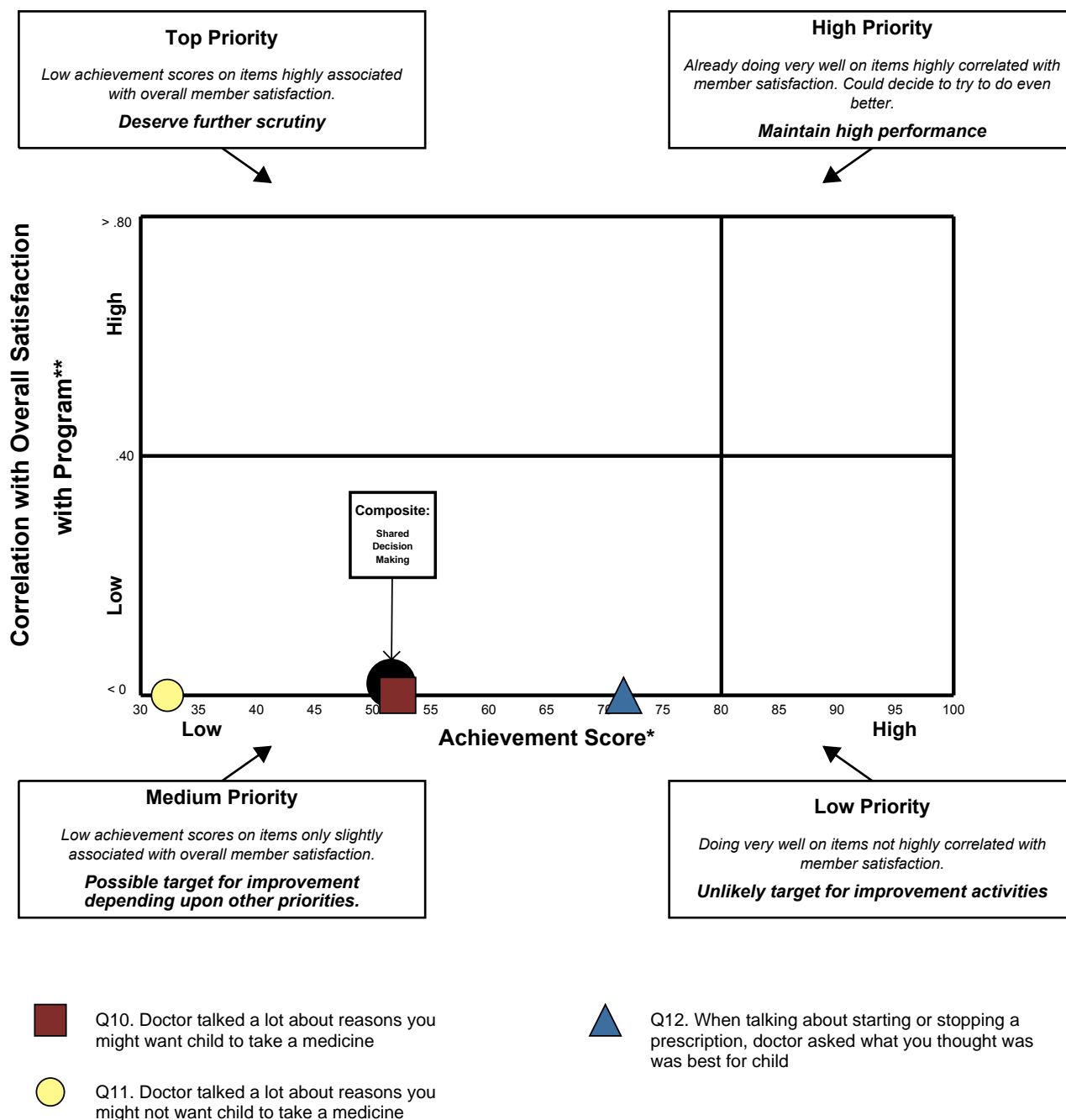
Q33. Customer service usually or always treated you with courtesy and respect

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Shared Decision Making



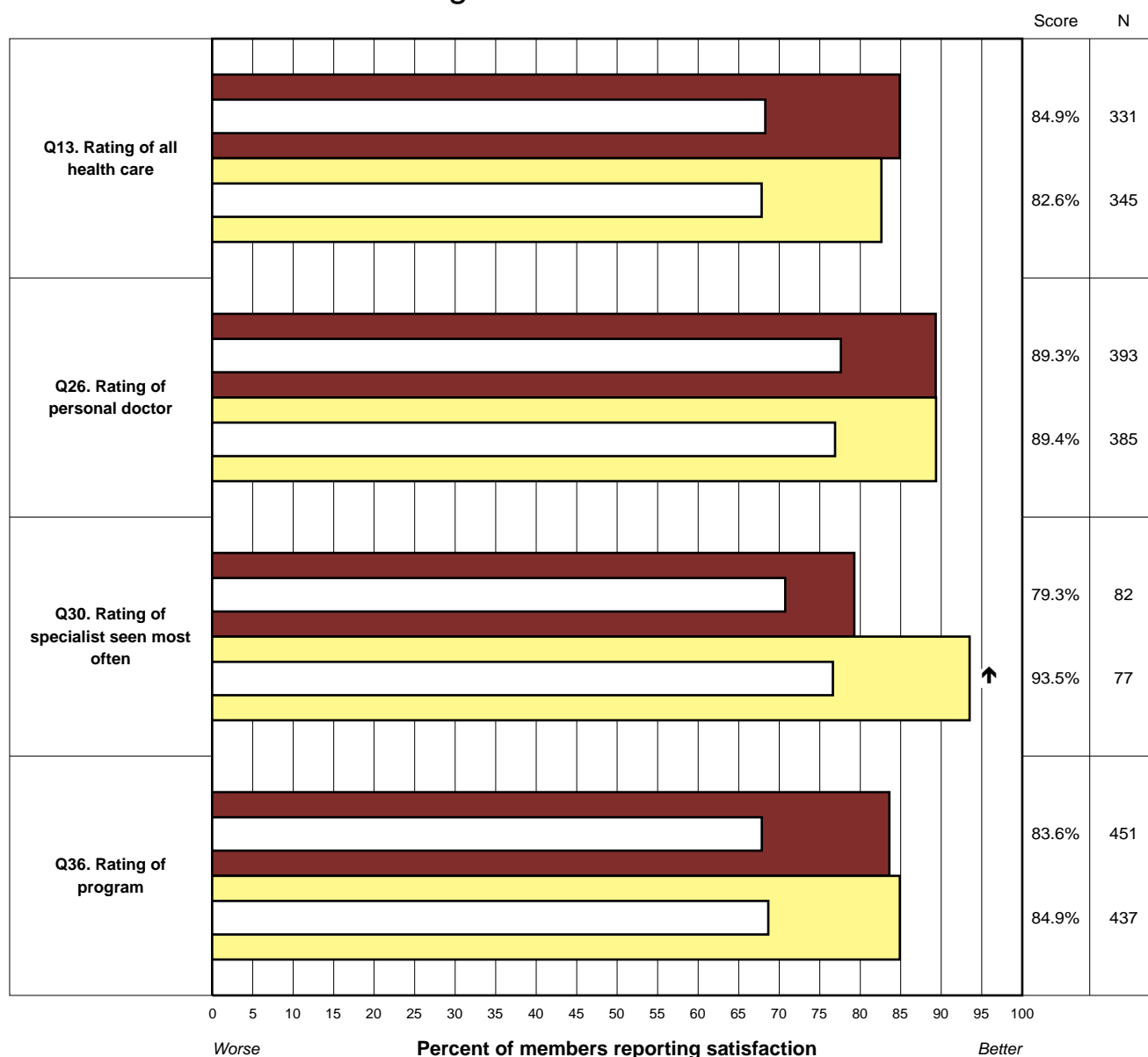
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

The CAHPS 5.0 survey uses a 0-10 rating for assessing overall experience with Medicaid programs, providers, specialists, and health care. In the tables below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Ratings for the Georgia Medicaid Program's services for children are presented for 2014 and 2013. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow beside the Georgia Medicaid Program 2013 score bar if applicable.

Overall Rating Questions - Achievement Scores



↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2014
 Note: Hollow portion of bar represents proportions giving a rating of 9 or 10.

Georgia Medicaid Program 2014

Georgia Medicaid Program 2013

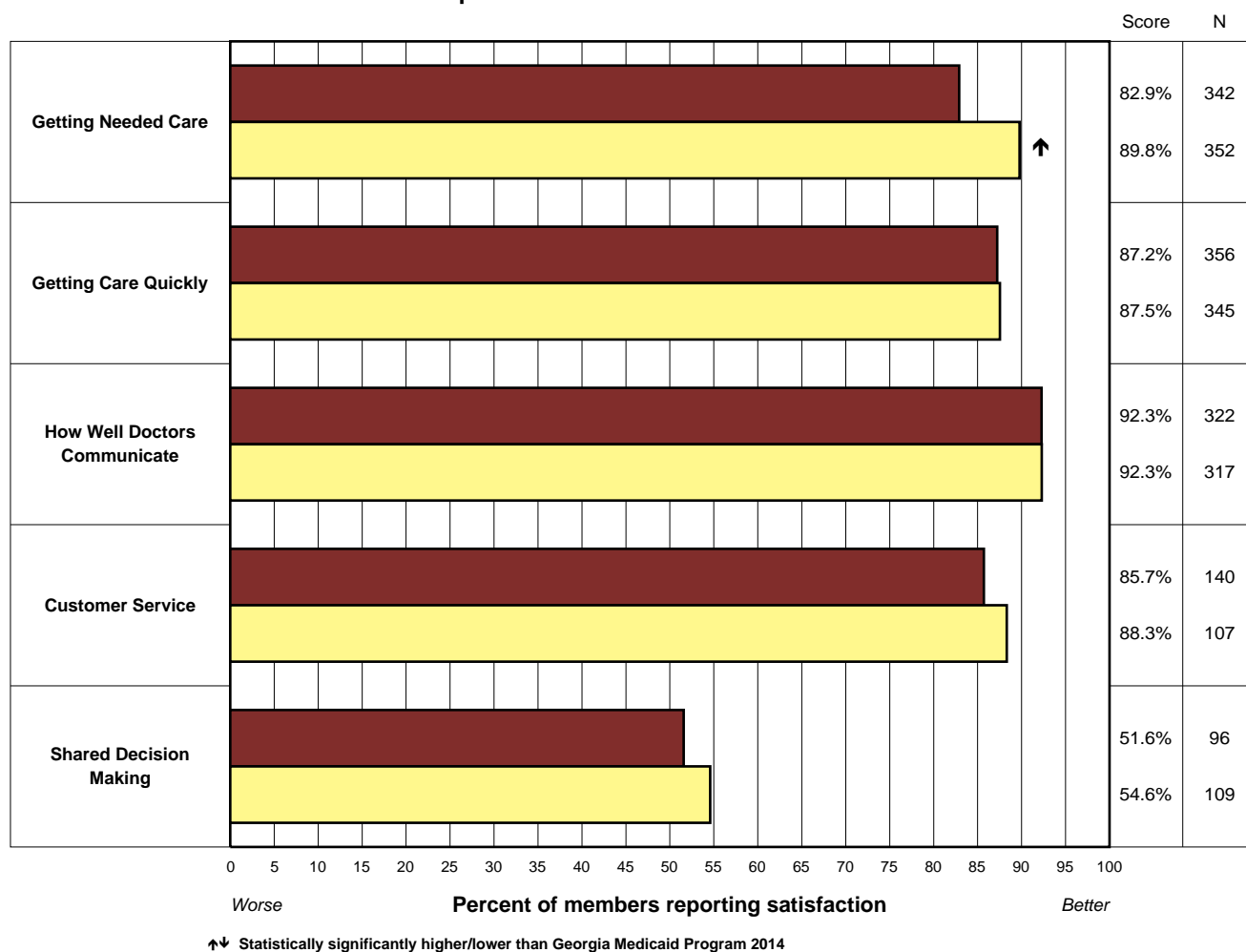
COMPOSITES

The CAHPS 5.0 survey has five composites, each representing a domain of enrollee experience (see Appendix A for definitions of composites). An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

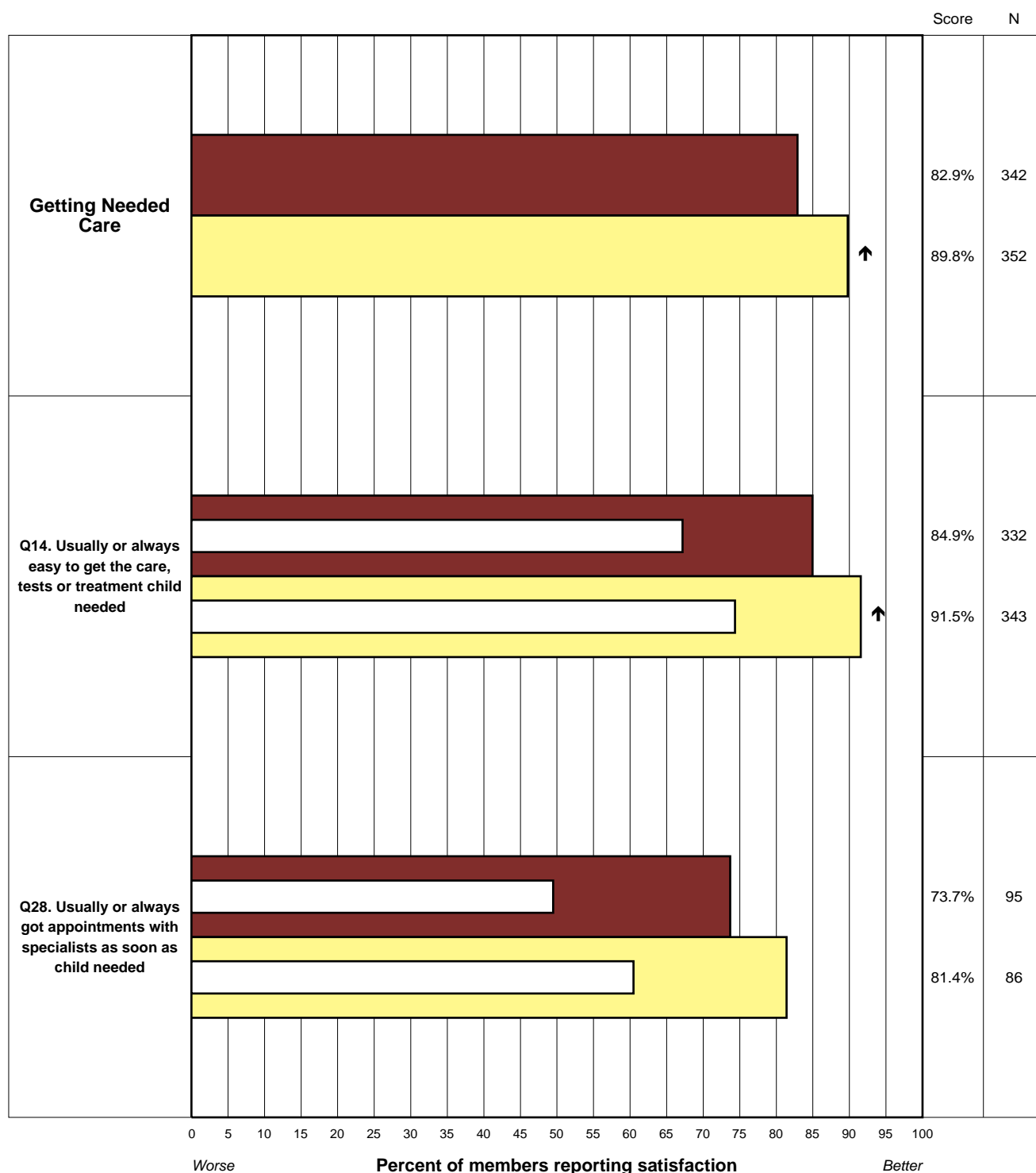
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "A Lot" or "Yes" for the Shared Decision Making composite. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

The 2014 composite scores for the Georgia Medicaid Program's services for children are compared to the 2013 scores. Statistical testing is between Georgia Medicaid Program 2014 and 2013, with an arrow beside the Georgia Medicaid Program 2013 score bar if applicable.

Composites - Achievement Scores



Getting Needed Care - Achievement Scores

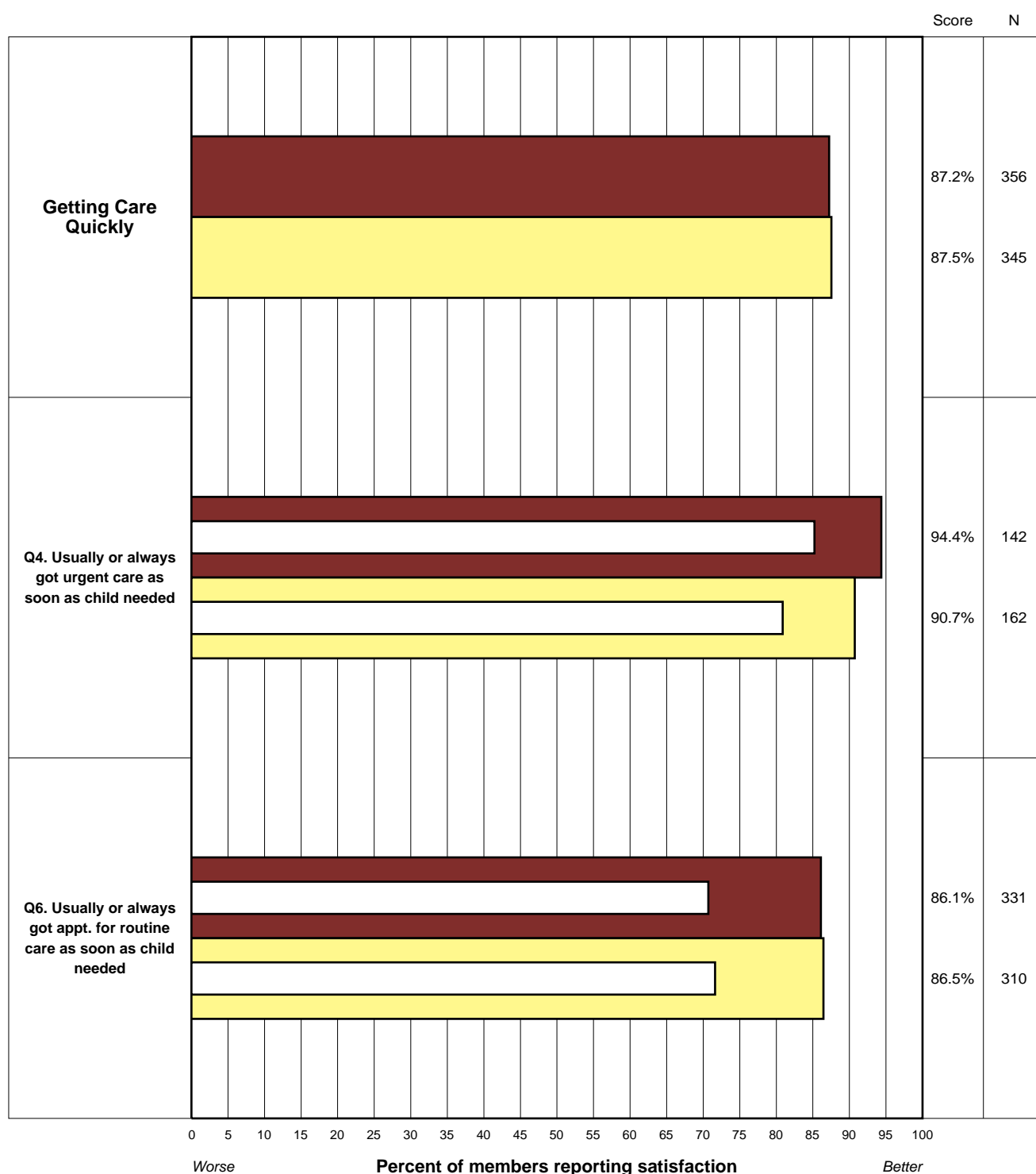


↑↓ Statistically significantly higher/lower than Georgia Medicaid Program 2014
 Note: Hollow portion of bar represents proportions giving a response of Always.

Georgia Medicaid Program 2014

Georgia Medicaid Program 2013

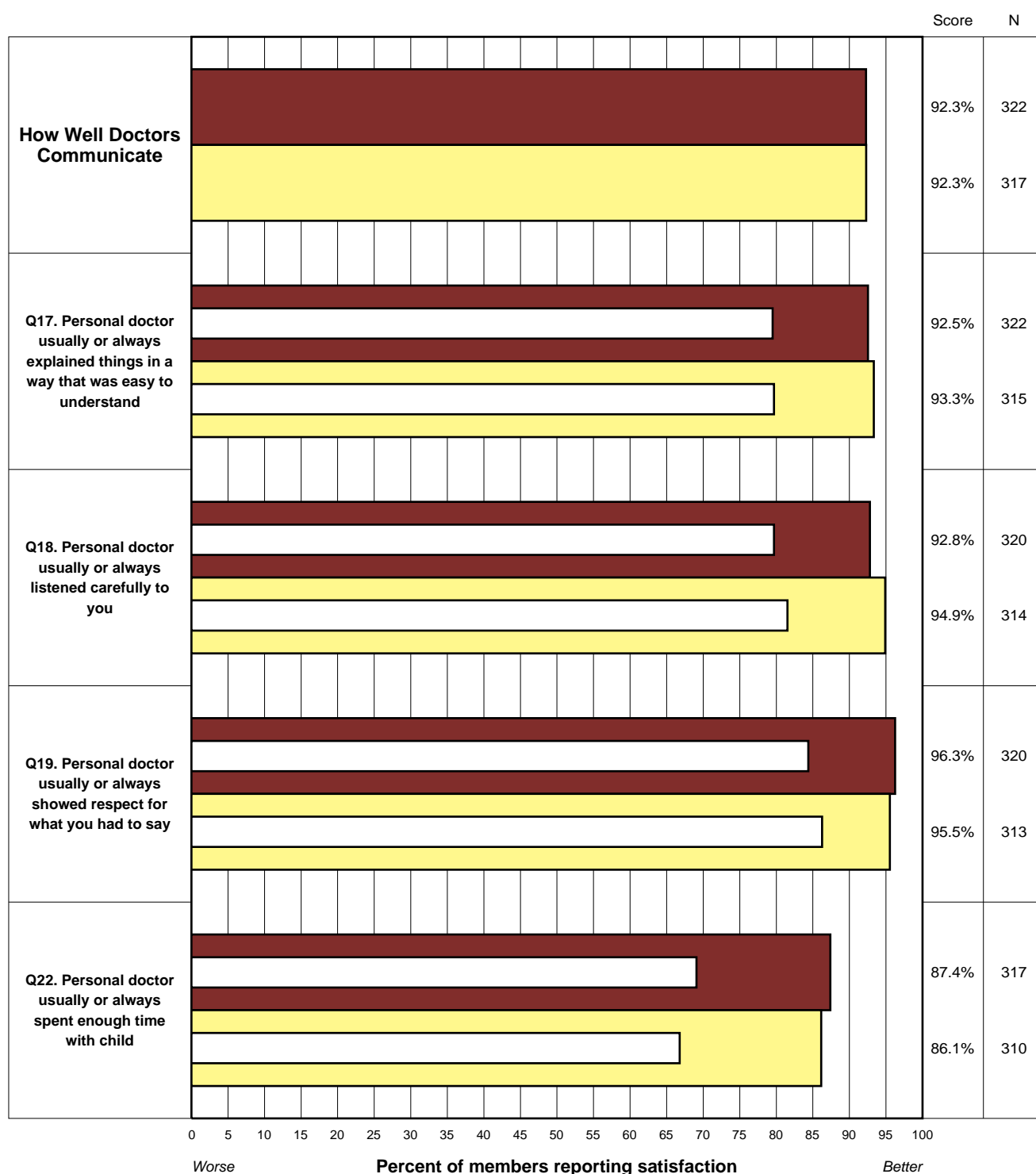
Getting Care Quickly - Achievement Scores



Georgia Medicaid Program 2014

Georgia Medicaid Program 2013

How Well Doctors Communicate - Achievement Scores

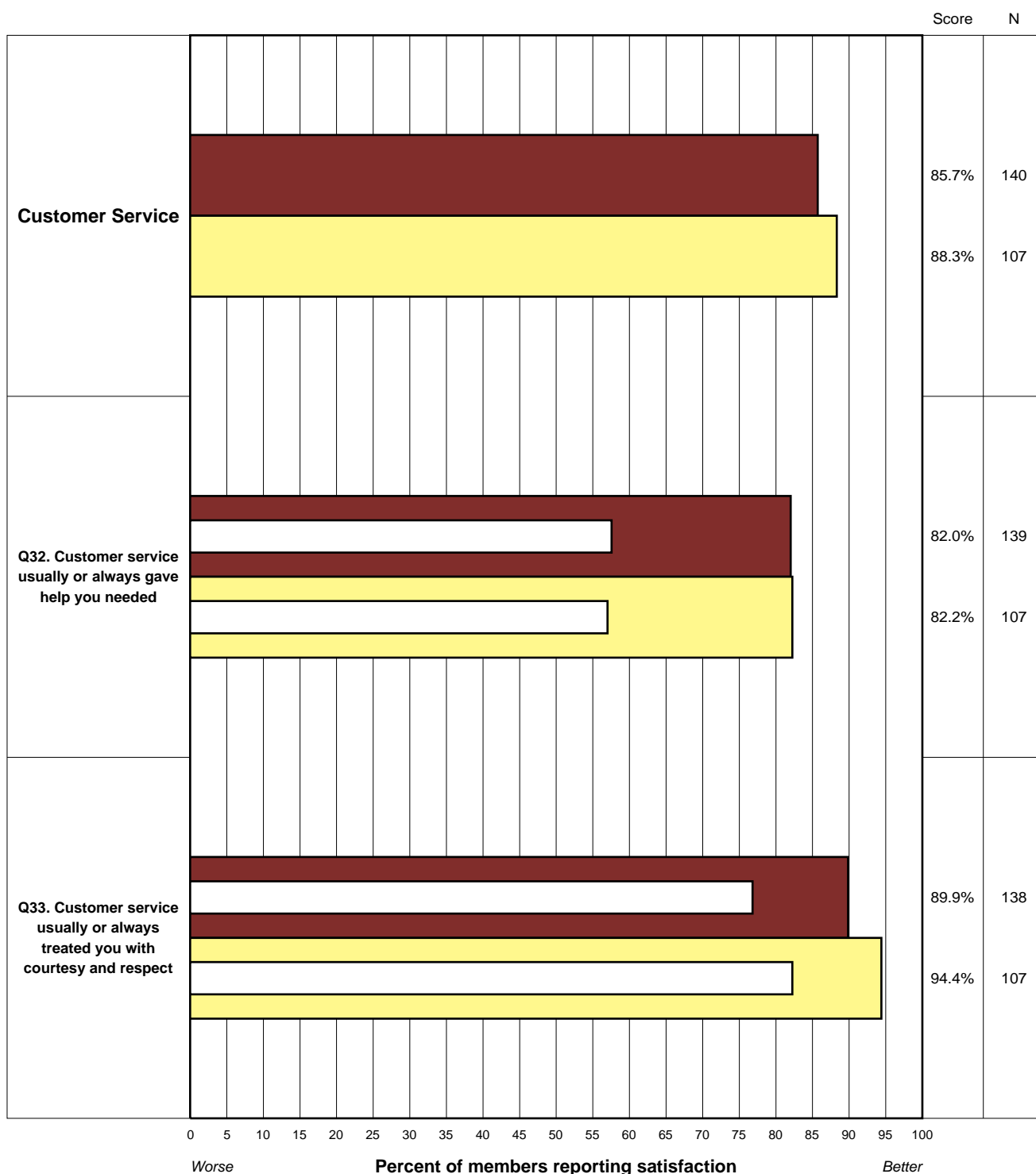


↕ Statistically significantly higher/lower than Georgia Medicaid Program 2014
 Note: Hollow portion of bar represents proportions giving a response of Always.

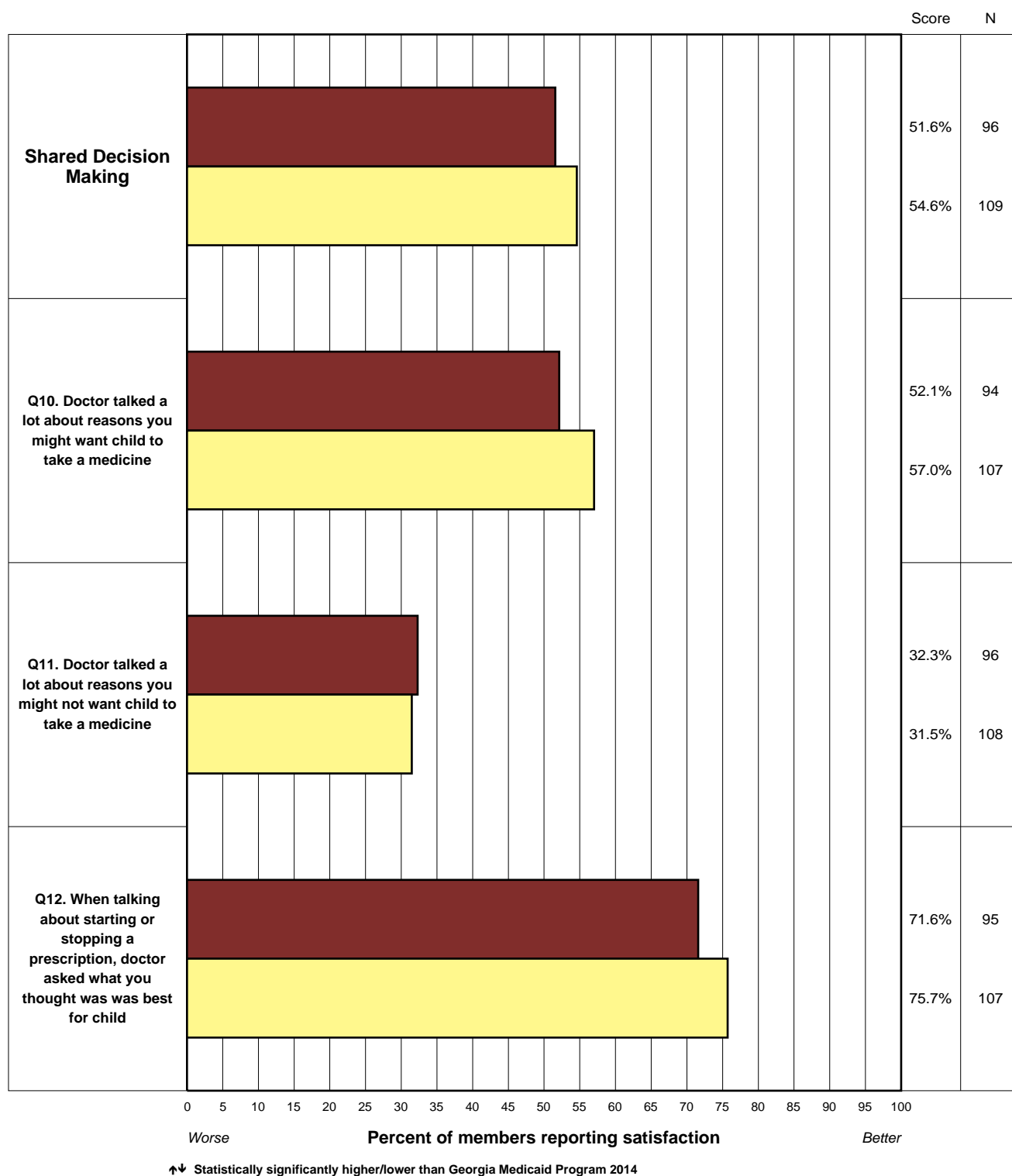
Georgia Medicaid Program 2014

Georgia Medicaid Program 2013

Customer Service - Achievement Scores



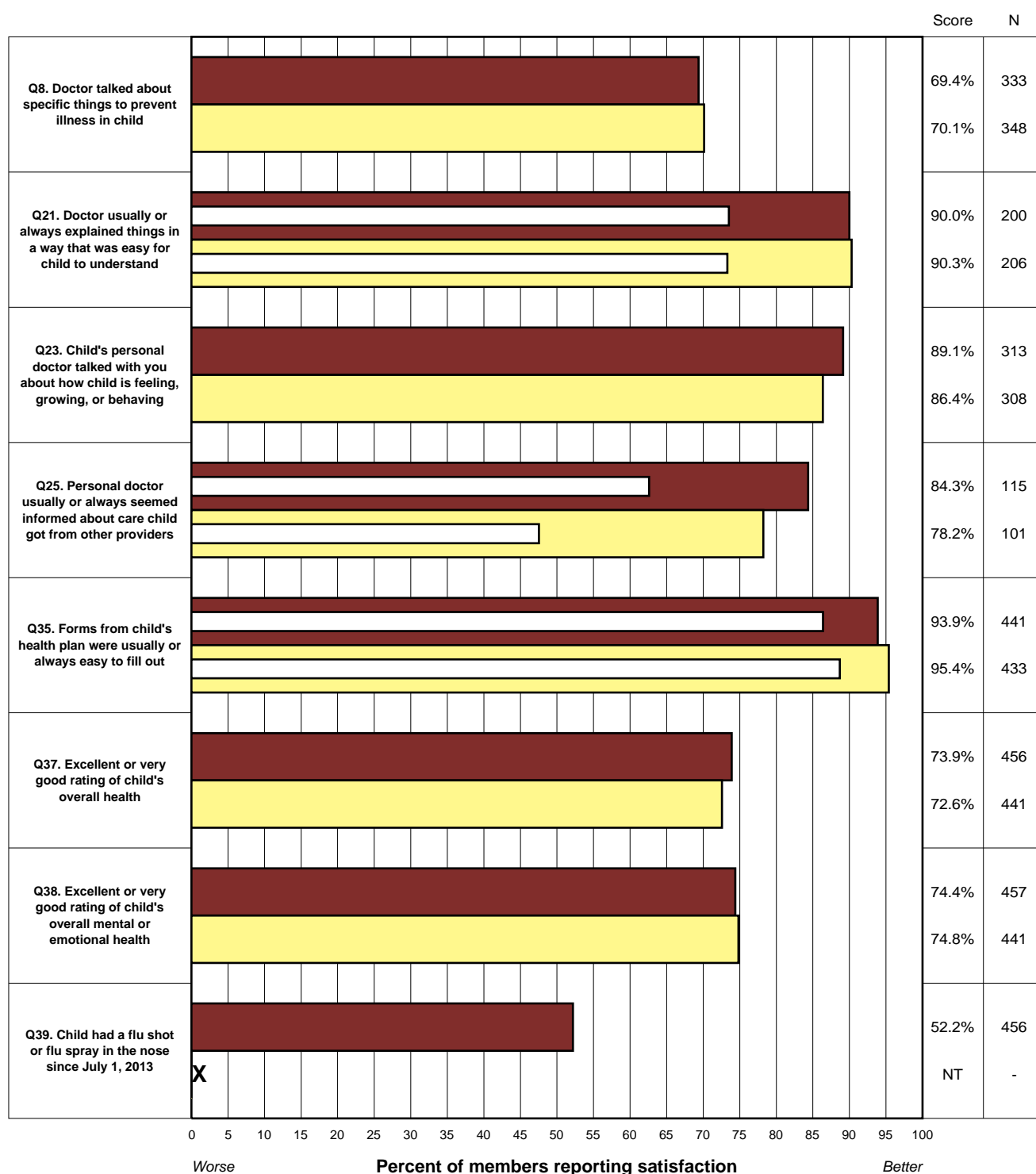
Shared Decision Making - Achievement Scores



■ Georgia Medicaid Program 2014

■ Georgia Medicaid Program 2013

Single Item Measures - Achievement Scores



Georgia Medicaid Program 2014

Georgia Medicaid Program 2013

Responses by Question

Q1. Our records show that your child is now in [Georgia Medicaid/PeachCare for Kids]. Is that right?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	492	100.0%	485	100.0%
No	0	0.0%	0	0.0%
Total	492	100.0%	485	100.0%
Not Answered	7		2	

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	156	32.3%	166	34.8%
No	327	67.7%	311	65.2%
Total	483	100.0%	477	100.0%
Not Answered	16		10	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	0	0.0%	1	0.6%
● Sometimes	8	5.6%	14	8.6%
● Usually	13	9.2%	16	9.9%
● Always	121	85.2%	131	80.9%
Total	142	100.0%	162	100.0%
Not Answered	14		4	
Reporting Category				
Getting Care Quickly				
Achievement Score	94.4%		90.7%	
Correlation with Satisfaction	0.278		0.228	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

- Q5.** In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	358	75.2%	325	67.7%
No	118	24.8%	155	32.3%
Total	476	100.0%	480	100.0%
Not Answered	23		7	

- Q6.** In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	5	1.5%	6	1.9%
● Sometimes	41	12.4%	36	11.6%
● Usually	51	15.4%	46	14.8%
● Always	234	70.7%	222	71.6%
Total	331	100.0%	310	100.0%
Not Answered	27		15	
Reporting Category				
Getting Care Quickly				
Achievement Score	86.1%		86.5%	
Correlation with Satisfaction	0.223		0.150	
Priority Rating	Low		Low	

- Q7.** In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

	CHMD 2014		CHMD 2013	
	N	%	N	%
None	119	25.6%	109	23.5%
1 time	108	23.3%	113	24.4%
2 times	110	23.7%	88	19.0%
3 times	51	11.0%	76	16.4%
4 times	32	6.9%	31	6.7%
5 to 9 times	32	6.9%	39	8.4%
10 or more times	12	2.6%	8	1.7%
Total	464	100.0%	464	100.0%
Not Answered	35		23	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

- Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Yes	231	69.4%	244	70.1%
● No	102	30.6%	104	29.9%
Total	333	100.0%	348	100.0%
Not Answered	12		7	
Reporting Category	Single Items			
Achievement Score	69.4%		70.1%	
Correlation with Satisfaction	0.093		0.082	
Priority Rating	Medium		Medium	

- Q9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	97	29.1%	111	32.2%
No	236	70.9%	234	67.8%
Total	333	100.0%	345	100.0%
Not Answered	12		10	

- Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Not at all	5	5.3%	3	2.8%
● A little	13	13.8%	11	10.3%
● Some	27	28.7%	32	29.9%
● A lot	49	52.1%	61	57.0%
Total	94	100.0%	107	100.0%
Not Answered	3		4	
Reporting Category	Shared Decision Making			
Achievement Score	52.1%		57.0%	
Correlation with Satisfaction	-0.037		0.012	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Not at all	34	35.4%	28	25.9%
● A little	15	15.6%	21	19.4%
● Some	16	16.7%	25	23.1%
● A lot	31	32.3%	34	31.5%
Total	96	100.0%	108	100.0%
Not Answered	1		3	
Reporting Category	Shared Decision Making			
Achievement Score	32.3%		31.5%	
Correlation with Satisfaction	-0.006		0.061	
Priority Rating	Medium		Medium	

Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Yes	68	71.6%	81	75.7%
● No	27	28.4%	26	24.3%
Total	95	100.0%	107	100.0%
Not Answered	2		4	
Reporting Category	Shared Decision Making			
Achievement Score	71.6%		75.7%	
Correlation with Satisfaction	-0.003		0.214	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Worst health care possible	2	0.6%	0	0.0%
● 1	1	0.3%	1	0.3%
● 2	2	0.6%	1	0.3%
● 3	1	0.3%	4	1.2%
● 4	2	0.6%	4	1.2%
● 5	7	2.1%	10	2.9%
● 6	15	4.5%	12	3.5%
● 7	20	6.0%	28	8.1%
● 8	55	16.6%	51	14.8%
● 9	62	18.7%	59	17.1%
● Best health care possible	164	49.5%	175	50.7%
Total	331	100.0%	345	100.0%
Not Answered	14		10	
Reporting Category	Ratings			
Achievement Score	84.9%		82.6%	
Correlation with Satisfaction	0.465		0.575	
Priority Rating	High		High	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	8	2.4%	4	1.2%
● Sometimes	42	12.7%	25	7.3%
● Usually	59	17.8%	59	17.2%
● Always	223	67.2%	255	74.3%
Total	332	100.0%	343	100.0%
Not Answered	13		12	
Reporting Category	Getting Needed Care			
Achievement Score	84.9%		91.5%	
Correlation with Satisfaction	0.306		0.271	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor

- Q15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	421	89.4%	402	88.4%
No	50	10.6%	53	11.6%
Total	471	100.0%	455	100.0%
Not Answered	28		32	

- Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
None	77	19.3%	73	18.7%
1 time	125	31.3%	98	25.1%
2 times	97	24.3%	96	24.6%
3 times	47	11.8%	53	13.6%
4 times	23	5.8%	34	8.7%
5 to 9 times	23	5.8%	31	7.9%
10 or more times	8	2.0%	6	1.5%
Total	400	100.0%	391	100.0%
Not Answered	21		11	

- Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	5	1.6%	4	1.3%
● Sometimes	19	5.9%	17	5.4%
● Usually	42	13.0%	43	13.7%
● Always	256	79.5%	251	79.7%
Total	322	100.0%	315	100.0%
Not Answered	1		3	
Reporting Category	Communication			
Achievement Score	92.5%		93.3%	
Correlation with Satisfaction	0.126		0.119	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)**Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	4	1.3%	4	1.3%
● Sometimes	19	5.9%	12	3.8%
● Usually	42	13.1%	42	13.4%
● Always	255	79.7%	256	81.5%
Total	320	100.0%	314	100.0%
Not Answered	3		4	
Reporting Category	Communication			
Achievement Score	92.8%		94.9%	
Correlation with Satisfaction	0.171		0.102	
Priority Rating	Low		Low	

Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	4	1.3%	3	1.0%
● Sometimes	8	2.5%	11	3.5%
● Usually	38	11.9%	29	9.3%
● Always	270	84.4%	270	86.3%
Total	320	100.0%	313	100.0%
Not Answered	3		5	
Reporting Category	Communication			
Achievement Score	96.3%		95.5%	
Correlation with Satisfaction	0.191		0.120	
Priority Rating	Low		Low	

Q20. Is your child able to talk with doctors about his or her health care?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	203	64.2%	207	66.6%
No	113	35.8%	104	33.4%
Total	316	100.0%	311	100.0%
Not Answered	7		7	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	3	1.5%	4	1.9%
● Sometimes	17	8.5%	16	7.8%
● Usually	33	16.5%	35	17.0%
● Always	147	73.5%	151	73.3%
Total	200	100.0%	206	100.0%
Not Answered	3		1	
Reporting Category	Single Items			
Achievement Score	90.0%		90.3%	
Correlation with Satisfaction	0.221		0.099	
Priority Rating	Low		Low	

Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	10	3.2%	9	2.9%
● Sometimes	30	9.5%	34	11.0%
● Usually	58	18.3%	60	19.4%
● Always	219	69.1%	207	66.8%
Total	317	100.0%	310	100.0%
Not Answered	6		8	
Reporting Category	Communication			
Achievement Score	87.4%		86.1%	
Correlation with Satisfaction	0.164		0.253	
Priority Rating	Low		Low	

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Yes	279	89.1%	266	86.4%
● No	34	10.9%	42	13.6%
Total	313	100.0%	308	100.0%
Not Answered	10		10	
Reporting Category	Single Items			
Achievement Score	89.1%		86.4%	
Correlation with Satisfaction	0.126		0.016	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	118	37.3%	103	33.4%
No	198	62.7%	205	66.6%
Total	316	100.0%	308	100.0%
Not Answered	7		10	

Q25. In the last 6 months, how often did your child's personal doctor spend informed and up-to-date about the care your child got from these doctors or other health providers?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	7	6.1%	12	11.9%
● Sometimes	11	9.6%	10	9.9%
● Usually	25	21.7%	31	30.7%
● Always	72	62.6%	48	47.5%
Total	115	100.0%	101	100.0%
Not Answered	3		2	
Reporting Category				
Single Items				
Achievement Score	84.3%		78.2%	
Correlation with Satisfaction	0.118		0.192	
Priority Rating	Low		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

- Q26.** Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Worst personal doctor possible	1	0.3%	1	0.3%
● 1	0	0.0%	1	0.3%
● 2	2	0.5%	0	0.0%
● 3	2	0.5%	1	0.3%
● 4	2	0.5%	2	0.5%
● 5	8	2.0%	6	1.6%
● 6	12	3.1%	8	2.1%
● 7	15	3.8%	22	5.7%
● 8	46	11.7%	48	12.5%
● 9	74	18.8%	69	17.9%
● Best personal doctor possible	231	58.8%	227	59.0%
Total	393	100.0%	385	100.0%
Not Answered	28		17	
Reporting Category	Ratings			
Achievement Score	89.3%		89.4%	
Correlation with Satisfaction	0.470		0.380	
Priority Rating	High		Low	

Getting Health Care From Specialists

- Q27.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	97	21.5%	88	20.0%
No	355	78.5%	353	80.0%
Total	452	100.0%	441	100.0%
Not Answered	47		46	

○ **Response scored as:** ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	8	8.4%	5	5.8%
● Sometimes	17	17.9%	11	12.8%
● Usually	23	24.2%	18	20.9%
● Always	47	49.5%	52	60.5%
Total	95	100.0%	86	100.0%
Not Answered	2		2	
Reporting Category	Getting Needed Care			
Achievement Score	73.7%		81.4%	
Correlation with Satisfaction	0.196		0.203	
Priority Rating	Medium		Low	

Q29. How many specialists has your child seen in the last 6 months?

	CHMD 2014		CHMD 2013	
	N	%	N	%
None	10	10.8%	11	12.5%
1 specialist	62	66.7%	47	53.4%
2	12	12.9%	24	27.3%
3	6	6.5%	4	4.5%
4	2	2.2%	1	1.1%
5 or more specialists	1	1.1%	1	1.1%
Total	93	100.0%	88	100.0%
Not Answered	4		0	

○ **Response scored as:** ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

- Q30.** We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%
● 1	1	1.2%	0	0.0%
● 2	0	0.0%	0	0.0%
● 3	1	1.2%	0	0.0%
● 4	0	0.0%	0	0.0%
● 5	6	7.3%	1	1.3%
● 6	3	3.7%	2	2.6%
● 7	6	7.3%	2	2.6%
● 8	7	8.5%	13	16.9%
● 9	12	14.6%	13	16.9%
● Best specialist possible	46	56.1%	46	59.7%
Total	82	100.0%	77	100.0%
Not Answered	1		0	
Reporting Category	Ratings			
Achievement Score	79.3%		93.5%	
Correlation with Satisfaction	0.495		0.352	
Priority Rating	Top		Low	

Your Child's Health Plan

- Q31.** In the last 6 months, did you get information or help from customer service at your child's health plan?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	148	32.5%	108	24.4%
No	308	67.5%	334	75.6%
Total	456	100.0%	442	100.0%
Not Answered	43		45	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	7	5.0%	1	0.9%
● Sometimes	18	12.9%	18	16.8%
● Usually	34	24.5%	27	25.2%
● Always	80	57.6%	61	57.0%
Total	139	100.0%	107	100.0%
Not Answered	9		1	
Reporting Category	Customer Service			
Achievement Score	82.0%		82.2%	
Correlation with Satisfaction	0.377		0.155	
Priority Rating	Low		Low	

Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	4	2.9%	2	1.9%
● Sometimes	10	7.2%	4	3.7%
● Usually	18	13.0%	13	12.1%
● Always	106	76.8%	88	82.2%
Total	138	100.0%	107	100.0%
Not Answered	10		1	
Reporting Category	Customer Service			
Achievement Score	89.9%		94.4%	
Correlation with Satisfaction	0.259		0.062	
Priority Rating	Low		Low	

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	130	29.1%	128	29.2%
No	317	70.9%	310	70.8%
Total	447	100.0%	438	100.0%
Not Answered	52		49	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

- Q35.** In the last 6 months, how often were the forms from your child's health plan easy to fill out?
[NOTE:Response of 'Always' padded with Q34='No', based on NCQA scoring guidelines.]

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Never	7	1.6%	4	0.9%
● Sometimes	20	4.5%	16	3.7%
● Usually	33	7.5%	29	6.7%
● Always	381	86.4%	384	88.7%
Total	441	100.0%	433	100.0%
Not Answered	6		5	
Reporting Category	Single Items			
Achievement Score	93.9%		95.4%	
Correlation with Satisfaction	0.093		0.097	
Priority Rating	Low		Low	

- Q36.** Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Worst health plan possible	3	0.7%	0	0.0%
● 1	2	0.4%	0	0.0%
● 2	4	0.9%	1	0.2%
● 3	5	1.1%	2	0.5%
● 4	3	0.7%	2	0.5%
● 5	12	2.7%	20	4.6%
● 6	18	4.0%	17	3.9%
● 7	27	6.0%	24	5.5%
● 8	71	15.7%	71	16.2%
● 9	80	17.7%	66	15.1%
● Best health plan possible	226	50.1%	0	0.0%
Total	451	100.0%	437	100.0%
Not Answered	48		50	
Reporting Category	Ratings			
Achievement Score	83.6%		84.9%	

○ **Response scored as:** ● Room for Improvement ● Achievement

About Your Child and You

Q37. In general, how would you rate your child's overall health?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Excellent	195	42.8%	161	36.5%
● Very Good	142	31.1%	159	36.1%
● Good	96	21.1%	99	22.4%
● Fair	23	5.0%	21	4.8%
● Poor	0	0.0%	1	0.2%
Total	456	100.0%	441	100.0%
Not Answered	43		46	
Reporting Category	Single Items			
Achievement Score	73.9%		72.6%	
Correlation with Satisfaction	0.285		0.153	
Priority Rating	Medium		Medium	

Q38. In general, how would you rate your child's overall mental or emotional health?

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Excellent	227	49.7%	215	48.8%
● Very Good	113	24.7%	115	26.1%
● Good	78	17.1%	77	17.5%
● Fair	38	8.3%	29	6.6%
● Poor	1	0.2%	5	1.1%
Total	457	100.0%	441	100.0%
Not Answered	42		46	
Reporting Category	Single Items			
Achievement Score	74.4%		74.8%	
Correlation with Satisfaction	0.149		0.120	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

About Your Child and You (continued)**Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2013?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
● Yes	238	52.2%	0	
● No	202	44.3%	0	
● Don't know	16	3.5%	0	
Total	456	100.0%	0	
Not Answered	43		0	
Reporting Category	Single Items			
Achievement Score	52.2%		-	
Correlation with Satisfaction	0.063		-	
Priority Rating	Medium		-	

NQ39. What is your child's age?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Less than 1 year old	22	4.8%	15	3.4%
1 to 2 years old	51	11.2%	60	13.7%
3 to 4 years old	59	12.9%	63	14.4%
5 to 7 years old	92	20.1%	90	20.6%
8 to 10 years old	83	18.2%	60	13.7%
11 to 13 years old	66	14.4%	67	15.3%
14 to 19 years old	84	18.4%	0	0.0%
Total	457	100.0%	437	100.0%
Not Answered	42		50	

Q40. Is your child male or female?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Male	242	53.1%	231	53.0%
Female	214	46.9%	205	47.0%
Total	456	100.0%	436	100.0%
Not Answered	43		51	

○ **Response scored as:** ● Room for Improvement ● Achievement

About Your Child and You (continued)**Q41. Is your child of Hispanic or Latino origin or descent?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes, Hispanic or Latino	114	25.8%	105	24.3%
No, Not Hispanic or Latino	328	74.2%	327	75.7%
Total	442	100.0%	432	100.0%
Not Answered	57		55	

Q42.1. What is your child's race? Response: White.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	192	44.5%	186	38.2%
No	239	55.5%	301	61.8%
Total	431	100.0%	487	100.0%
Not Answered	68		0	

Q42.2. What is your child's race? Response: Black or African-American.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	202	46.9%	200	41.1%
No	229	53.1%	287	58.9%
Total	431	100.0%	487	100.0%
Not Answered	68		0	

Q42.3. What is your child's race? Response: Asian.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	16	3.7%	9	1.8%
No	415	96.3%	478	98.2%
Total	431	100.0%	487	100.0%
Not Answered	68		0	

About Your Child and You (continued)**Q42.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	3	0.7%	1	0.2%
No	428	99.3%	486	99.8%
Total	431	100.0%	487	100.0%
Not Answered	68		0	

Q42.5. What is your child's race? Response: American Indian or Alaska Native.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	16	3.7%	6	1.2%
No	415	96.3%	481	98.8%
Total	431	100.0%	487	100.0%
Not Answered	68		0	

Q42.6. What is your child's race? Response: Other.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	59	13.7%	55	11.3%
No	372	86.3%	432	88.7%
Total	431	100.0%	487	100.0%
Not Answered	68		0	

Q43. What is your age?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Under 18	41	9.1%	17	3.9%
18 to 24	34	7.6%	47	10.8%
25 to 34	157	34.9%	158	36.2%
35 to 44	140	31.1%	139	31.9%
45 to 54	44	9.8%	53	12.2%
55 to 64	18	4.0%	16	3.7%
65 to 74	13	2.9%	5	1.1%
75 or older	3	0.7%	1	0.2%
Total	450	100.0%	436	100.0%
Not Answered	49		51	

About Your Child and You (continued)**Q44. Are you male or female?**

	CHMD 2014		CHMD 2013	
	N	%	N	%
Male	42	9.2%	26	6.0%
Female	414	90.8%	410	94.0%
Total	456	100.0%	436	100.0%
Not Answered	43		51	

Q45. What is the highest grade or level of school that you have completed?

	CHMD 2014		CHMD 2013	
	N	%	N	%
8th grade or less	46	10.3%	41	9.5%
Some high school but did not graduate	72	16.1%	69	15.9%
High school graduate or GED	163	36.4%	153	35.3%
Some college or 2-year degree	134	29.9%	129	29.8%
4-year college graduate	23	5.1%	27	6.2%
More than 4-year college degree	10	2.2%	14	3.2%
Total	448	100.0%	433	100.0%
Not Answered	51		54	

Q46. How are you related to the child?

	CHMD 2014		CHMD 2013	
	N	%	N	%
Mother or father	387	87.8%	392	92.0%
Grandparent	35	7.9%	23	5.4%
Aunt or uncle	4	0.9%	4	0.9%
Older brother or sister	1	0.2%	1	0.2%
Other relative	3	0.7%	0	0.0%
Legal guardian	11	2.5%	5	1.2%
Someone else	0	0.0%	1	0.2%
Total	441	100.0%	426	100.0%
Not Answered	58		61	

About Your Child and You (continued)**Q47. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	16	6.3%	17	3.5%
No	238	93.7%	240	49.6%
Total	254	100.0%	484	100.0%
Not Answered	5		3	

Q48.1. How did that person help you? Response: Read the questions to me.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	8	53.3%	10	58.8%
No	7	46.7%	7	41.2%
Total	15	100.0%	17	100.0%
Not Answered	6		0	

Q48.2. How did that person help you? Response: Wrote down the answers I gave.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	2	13.3%	7	41.2%
No	13	86.7%	10	58.8%
Total	15	100.0%	17	100.0%
Not Answered	6		0	

Q48.3. How did that person help you? Response: Answered the questions for me.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	1	6.7%	1	5.9%
No	14	93.3%	16	94.1%
Total	15	100.0%	17	100.0%
Not Answered	6		0	

About Your Child and You (continued)**Q48.4.** How did that person help you? Response: Translated the questions into my language.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	8	53.3%	11	64.7%
No	7	46.7%	6	35.3%
Total	15	100.0%	17	100.0%
Not Answered	6		0	

Q48.5. How did that person help you? Response: Helped in some other way.

	CHMD 2014		CHMD 2013	
	N	%	N	%
Yes	2	13.3%	1	5.9%
No	13	86.7%	16	94.1%
Total	15	100.0%	17	100.0%
Not Answered	6		0	

Methodology

The survey drew, as potential respondents, the parent/caretakers of children under the age of 19 who were covered by the Georgia Medicaid Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	March 17, 2014
2	1st mailing of reminder postcards:	March 24, 2014
3	2nd mailing of survey packets:	April 14, 2014
4	2nd mailing of reminder postcards:	April 21, 2014
5	Phone field:	May 12, 2014
6	Mail and phone field terminated:	May 27, 2014

Sampling Frame

A random sample of 1650 cases was drawn of parent/caretaker members from the Georgia Medicaid Program. To be eligible, children had to be under the age of 19, and had to be continuously enrolled for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less. Survey materials were addressed to the parent or guardian of the child member.

Selection of Cases for Analysis and Response Rate

CAHPS protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 499 parent/caretakers of children enrolled in the Georgia Medicaid Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 30.8%.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.0H Child Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS 5.0H Child Survey for use in assessing the performance of health plans and Medicaid programs.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the Medicaid program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never," "Sometimes," "Usually," and "Always", alternate achievement scores are also calculated using only the response option "Always" (instead of both "Usually" and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Alternate scores are displayed in the *Graphs* section of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always easy to get the care, tests or treatment child needed
- Q28. Usually or always got appointments with specialists as soon as child needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as child needed
- Q6. Usually or always got appt. for routine care as soon as child needed

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q22. Personal doctor usually or always spent enough time with child

Customer Service

- Q32. Customer service usually or always gave help you needed
- Q33. Customer service usually or always treated you with courtesy and respect

Shared Decision Making

- Q10. Doctor talked a lot about reasons you might want child to take a medicine
- Q11. Doctor talked a lot about reasons you might not want child to take a medicine
- Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

Comparisons: Current Year and Trending

Georgia Medicaid Program 2014 results are compared to the Georgia Medicaid Program 2013 CAHPS results. Trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a

number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other decreases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the Medicaid program, correlations are computed between responses to specific performance-related items and Q36, which is the rating question in the survey instrument measuring overall satisfaction with the Medicaid program. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Sample Disposition

	Georgia Medicaid Program
First mailing - sent	1650
*First mailing - usable survey returned	178
Second mailing - sent	1463
*Second mailing - usable survey returned	81
*Phone - usable surveys	240
Total - usable surveys	499
†Ineligible: According to population criteria‡	22
†Ineligible: Language barrier	7
†Ineligible: Deceased	0
Bad address and/or bad phone number	145
Refusal	36
Nonresponse - Unavailable by mail or phone	941
Response Rate	30.78%

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: $\text{Response Rate} = \text{Total Usable Surveys} / \text{Total Eligible Cases}$



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-455-7161.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark



Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒ Yes ➔ *Go to Question 1*
☐ No



START HERE



Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in the [Georgia Medicaid/ PeachCare for Kids] Program. Is that right?

- ☐ Yes ➔ *Go to Question 3*
☐ No

2. What is the name of your child's health plan? (Please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 - ☐ Yes
 - ☐ No ➔ **Go to Question 5**

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always

5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 - ☐ Yes
 - ☐ No ➔ **Go to Question 7**

6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 - ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 - ☐ None ➔ **Go to Question 15**
 - ☐ 1 time
 - ☐ 2
 - ☐ 3
 - ☐ 4
 - ☐ 5 to 9
 - ☐ 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 - ☐ Yes
 - ☐ No

9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 - ☐ Yes
 - ☐ No ➔ **Go to Question 13**

10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 - ☐ Not at all
 - ☐ A little
 - ☐ Some
 - ☐ A lot

11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
 - ☐ Not at all
 - ☐ A little
 - ☐ Some
 - ☐ A lot

12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
 - ☐ Yes
 - ☐ No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

☐ 0
Worst Health
Care Possible

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10
Best Health
Care Possible

14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOUR CHILD'S PERSONAL DOCTOR

15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

☐ Yes
☐ No → *Go to Question 27*

16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

☐ None → *Go to Question 26*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

18. In the last 6 months, how often did your child's personal doctor listen carefully to you?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

20. Is your child able to talk with doctors about his or her health care?

☐ Yes
☐ No → *Go to Question 22*

21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

☐ Yes
☐ No

24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

☐ Yes
☐ No → *Go to Question 26*

25. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

26. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10
Worst Personal Doctor Possible Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- ☐ Yes
☐ No → **Go to Question 31**

28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

29. How many specialists has your child seen in the last 6 months?

- ☐ None → **Go to Question 31**
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

30. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10
Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

31. In the last 6 months, did you get information or help from customer service at your child's health plan?

- ☐ Yes
☐ No → **Go to Question 34**

32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

34. In the last 6 months, did your child's health plan give you any forms to fill out?

- ☐ Yes
☐ No → **Go to Question 36**

46. How are you related to the child?

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

47. Did someone help you complete this survey?

- ☐ Yes → **Go to Question 48**
- ☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

48. How did that person help you? Mark one or more.

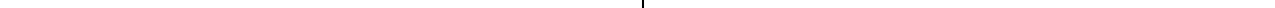
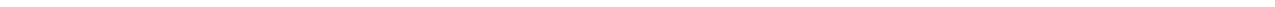
- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat, 3975 Research Park Drive, Ann Arbor, MI
48108**

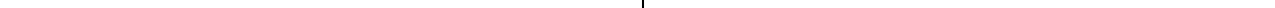
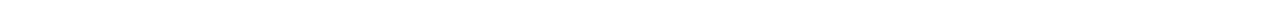


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